

UNITED STATES PATENT AND TRADEMARK OFFICE
CERTIFICATE OF CORRECTION

PATENT NO. : 6,898,274 B1
DATED : May 24, 2005
INVENTOR(S) : Galt et al.

Page 1 of 1

It is certified that error appears in the above-identified patent and that said Letters Patent is hereby corrected as shown below:

Title page,

Item [57], **ABSTRACT,**

Line 11, after "call routing" delete "scheduled" and insert -- schedule --.

Column 12,

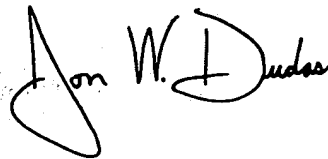
Line 24, before "described" delete "process" and insert -- processes --.

Column 19,

Line 48, after "routing" insert -- of --.

Signed and Sealed this

Ninth Day of May, 2006

A handwritten signature in black ink, appearing to read "Jon W. Dudas". The signature is stylized with a large, looping initial "J" and a distinct "D".

JON W. DUDAS
Director of the United States Patent and Trademark Office